**CITY OF RICHMOND**
**DEPARTMENT OF PROCUREMENT SERVICES**
**RICHMOND, VIRGINIA**
**(804) 646-5716**
**May 15, 2018**

# Request for Proposals No. B180003244

for

**RPD Records Management System**

**Due Date: Tuesday June 19, 2018**
Time: 2:00P.M. EST

Receipt Location: City Hall, 900 East Broad Street, 11th floor, Room 1104

**Request for Proposal Prepared by:**

Name: Ebony K. Beaver, CPPB, VCO
Title: Contract Specialist
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Department of Procurement Services
http://www.richmondgov.com/Procurement/BidsProposals.aspx

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## SIGNATURE SHEET

This signature sheet must be included as part of the Offeror's proposal, or the City will not consider the proposal. The Offeror's signature below certifies that this proposal as submitted complies with, and the Offeror agrees to be legally bound by, all terms and conditions set forth in Request for Proposals No. **B180003244** for **RPD Records Management System**. The undersigned hereby represents and warrants that the undersigned is duly authorized to sign and submit this proposal on behalf of the Offeror.

**Complete Legal Name of Offeror Firm:** _____

**"Order from" Address:** _____

_____

**"Remit to" Address:** _____

_____

**Federal EIN / SSN:** _____

**Authorized Signature:** _____

**Printed Name of Signatory:** _____

**Title of Signatory:** _____

**Telephone Number with Area Code:** _____

**Fax Number with Area Code:** _____

**E-Mail Address:** _____

**Date:** _____

# STATEMENT OF NO OFFER

Offerors not submitting an offer for the commodity or service requested must fax this form to the Department of Procurement Services at (804) 646-5989 prior to the solicitation due date. Questions concerning requirements must be brought to the attention of the Contract Specialist responsible for this solicitation **at least ten business days prior to the solicitation closing date. Questions are due no later than Tuesday June 5, 2018.**

RFP No.: **B180003244** Service: **RPD Records Management System**

The undersigned firm declines to submit an offer on the RFP for the following reasons:

- ☐ Unable to meet statement of needs
- ☐ Requirements are unclear or restrictive (explain in remarks)
- ☐ Unable to meet required delivery or performance date
- ☐ Unable to meet insurance requirements
- ☐ Insufficient time to respond to the solicitation
- ☐ Do not offer requested commodity or service, please remove our name from the City of Richmond's bidder's list for this commodity or service only.
- ☐ Other (explain in remarks)

Remarks:

_____

_____

_____

_____

A firm's failure to return completed form may result in the removal from the City of Richmond bidder's list for the commodity or service requested above.

Firm Name: _____

Authorized Representative: _____

Signature: _____

Telephone: _____

Date: _____

# STATE CORPORATION COMMISSION FORM

**Complete Legal Name of Offeror Firm:** _____

**Virginia State Corporation Commission registration information**. The Offeror:

☐ is a corporation or other business entity with the following State Corporation Commission identification number:

_____

**-OR-**

☐ is not a corporation, limited liability company, limited partnership, registered limited liability partnership, or business trust

**-OR-**

☐ is an out-of-state business entity that does not regularly and continuously maintain as part of its ordinary and customary business any employees, agents, offices, facilities, or inventories in Virginia (not counting any employees or agents in Virginia who merely solicit orders that require acceptance outside Virginia before they become contracts, and not counting any incidental presence of the Offeror in Virginia that is needed in order to assemble, maintain, and repair goods in accordance with the contracts by which such goods were sold and shipped into Virginia from Offeror's out-of-state location)

**-OR-**

☐ is an out-of-state business entity that is including with this proposal an opinion of legal counsel which accurately and completely discloses the undersigned Offeror's current contacts with Virginia and describes why those contacts do not constitute the transaction of business in Virginia within the meaning of section 13.1-757 or other similar provisions in Titles 13.1 or 50 of the Code of Virginia

**-OR-**

☐ has not completed any of the foregoing options but currently has pending before the State Corporation Commission an application for authority to transact business in the Commonwealth of Virginia and wishes to be considered for a waiver to allow the Offeror to submit the State Corporation Commission identification number after the due date for proposals. The Offeror shall promptly provide any information the City requires to enable the City to properly evaluate the Offeror's request for such a waiver. The City reserves the right to determine in its sole discretion whether to allow such a waiver.

# PART I
# STATEMENT OF NEEDS

**1.0 Introduction.**

**1.1 Purpose.** The City of Richmond is soliciting proposals to establish a term contract, through competitive negotiation, for replacement of the City's current records management system for the City's Department of Police.

**1.2 Background.** The City, through its Department of Police, is the primary law enforcement agency serving over 204,212 people within 62.5 square miles of jurisdiction. The City has 750 sworn officer positions and is supported by 170 civilian employees within the Police Department. The city of Richmond is divided into two areas consisting of four precincts and twelve sectors. The First and Second Precincts comprise "Area 1," and the Third and Fourth Precincts comprise "Area 2." 911 calls for service and non-emergency calls are received and dispatched to the City's public safety agencies by the City's Department of Emergency Communications. The City's Department of Emergency Communications handles calls for service using the Intergraph I/CAD system version 9.3 MR5 (to be updated to 9.3 MR6 in the future), which has been operational for over 10 years. The City is currently utilizing the Superion ONESolution Records Management System and Superion Mobile Data System for the records management needs of the Police Department. The City currently allows the Virginia Commonwealth University Campus Police Department and the Sheriff's Office for the City of Richmond to utilize the City's Superion ONESolution Records Management System and Superion Mobile Data System for limited records management purposes.

**1.3 Pre-Proposal Meeting.** There will be no pre-proposal meeting for this Request for Proposals.

**1.4 Definitions.** The following words and phrases, when used in this Request for Proposals, have the meanings ascribed to them in this section, except where the context clearly indicates that another meaning is intended:

**A. City**. "City" means the City of Richmond, a municipal corporation and political subdivision of the Commonwealth of Virginia, acting through its duly authorized representatives.

**B. Contract**. "Contract" means the Goods and Services Contract, a sample of which is attached to this Request for Proposals, together will all Contract Documents referred to therein, awarded to the Contractor as a result of this solicitation.

**C. Contractor**. "Contractor" means the Offeror to whom the City awards the Contract.

**D. Existing Systems.** "Existing Systems" means Intergraph CAD Version 9.3 MR5, ESRI Geospatial Information System (GIS) Version 10.0, Windows OS (version 7 or 10), and the applications, software, and systems listed on Exhibit 3 to this Statement of Needs, and any later versions thereof utilized by the City.

**E. Final Acceptance.** "Final Acceptance" means the date of the Police RMS Administrator's signature on the certificate of acceptance as contemplated by section 2.11 ("Acceptance Procedures") of this Statement of Needs.

**F. Offeror**. "Offeror" means any person or legal entity that may choose to submit a proposal in response to this solicitation.

**G. Police Department.** "Police Department" means the City's Department of Police.

**H. Police RMS Administrator.** "Police RMS Administrator" means the City employee identified by the City in writing as the Police RMS Administrator.

**I. Records Management System.** "Records Management System" means the Contractor's software that stores data electronically, analyzes data when queried, produces reports of data in varying formats, and offers both a mobile reporting access module through mobile data computers and a traditional access module using an internet portal, desktop computers, and laptop computers.

**J. SaaS.** "SaaS" means a software as a service software program.

**K. VCIN.** "VCIN" means the Virginia Criminal Information Network.

**1.5 Provisions Excluded from Resulting Contract.** There are certain provisions that will not be evaluated by the City. The City will not accept and cannot agree to any provisions that:

**A.** Require the City to maintain any type of insurance either for the City's benefit or for the Contractor's benefit;

**B.** Automatically continue the contract period from term to term;

**C.** Require or state that the terms of any Offeror's form agreement shall prevail over the terms of any part of the Request for Proposals in the event of conflict;

**D.** Require the City to indemnify, hold harmless or defend the Contractor for any act or omission or waive the City's sovereign immunity;

**E.** Require the application of the law of any state other than Virginia to interpret or enforce the contract or require or permit that any dispute under the Contract be resolved in any court not located within the corporate limits of the City;

**F.** Require any total or partial compensation or payment for lost profit or liquidated damages by the City if the Contract is terminated before its ordinary term ends;

**G.** Require that the Contract be endorsed by the home office, or by any other officer of the Contractor, subsequent to execution by the Director of Procurement Services for the City before the Contract is considered in effect;

**H.** Delay the acceptance of the Contract beyond the date of execution;

**I.** Limit or add to the time period within which claims can be made or actions can be brought;

**J.** Limit the liability of the Contractor for property damage, personal injury, wrongful death or infringement of intellectual property rights;

**K.** Permit unilateral modification of the Contract by the Contractor;

**L.** Bind the City to any arbitration or to the decision of any arbitration board, commission, panel or other entity;

**M.** Obligate the City to pay amounts beyond the maximum aggregate contract amount set forth in the Contract or any costs of collection or attorney's fees;

**N.** Grant the Contractor a security interest in property of the City or a right to an injunction against the City greater than that which is authorized by City Charter § 2.08; or

**O.** Require the City to keep confidential any records subject to disclosure under the Virginia Freedom of Information Act or with respect to which the Contractor has not complied with the requirements of City Code § 21-5 / Va. Code § 2.2-4342.

This is not an exclusive list, and the City may amend this list at any time.

## 2.0 Requirements and Deliverables.

**2.1 General Requirements.** The Contractor shall:

**A.** Provide a SaaS software Records Management System that meets all of the requirements of this Statement of Needs.

**B.** Provide implementation services and ongoing training for all features the Records Management System.

**C.** Provide a Records Management System with multi-jurisdictional capability that will allow the City to continue to provide access to and use of the Records

Management System to other entities, including the Virginia Commonwealth University Campus Police Department and the Sheriff's Office for the City of Richmond, and allow for the creation of separate modules within the Records Management System for each entity if required by the City.

**D.** Provide training, maintenance, warranty services, and other support for the Records Management System as set forth in this Contract.

**E.** Upon request by the Police RMS Administrator, coordinate with and train the Police Department staff and officers, and any other persons who access to or use the Records Management System.

**F.** Provide and install updates to the Records Management System as updates become available, when changes are requested by the Police RMS Administrator, and when applicable law or regulation of any local, state, or federal authority requires changes.

**G.** Provide ongoing technical support and all documentation for system updates of the Records Management System as they become available and are installed pursuant to section 2.1(F) herein.

**H.** Assist with technical migration to and organizational changes involved in the City moving operations to the Records Management System.

**I.** Perform all of the installation, required electronic data migration, and other implementation services required for the City to use the Records Management System.

**2.2 System and Software Requirements**

The Records Management System must:

**A.** Provide flexibility to meet external and internal management, regulatory, reporting requirements and provide a means to execute ad hoc queries and reports.

**B.** Include a "state of the art" records and crime analysis system that can seamlessly exchange data with the Existing Systems.

**C.** Be a fully redundant system with failover capability to provide minimal system downtime that meets the uptime requirement of section 2.2(U) herein.

**D.** Be adaptable while maintaining stability and effectiveness given the continuous growth and development of the Police Department.

**E.** Be compatible with the Existing Systems and be capable of interfacing with the Existing Systems.

**F.** Provide, or integrate with, a public facing web portal to allow citizens to view redacted reports related to incidents.

**G.** Fulfill all requirements set forth in the Microsoft Excel Workbook attached hereto as Exhibit 1 and incorporated herein by reference.

**H.** Allow for modularity and ease of expansion to Next Generation 911, National Incident-Based Reporting System, or any other unique growth requirements for future implementation within the Police Department.

**I.** Be "user friendly," offer "point and click" capability, be intuitive to use, and require a minimal number of screens to complete transactions.

**J.** Provide a number of software security controls for users of the Records Management System to restrict unauthorized use of applications and associated data.

**K.** Be able to seamlessly pass and integrate call for service data into the mobile reporting client module of the Records Management System. Minimum data to be passed includes, but is not limited to: call location (address), complainant name and telephone number, call type (nature code), report number, dispatch notes and comments. National Crime Information Center and VCIN transactional data conducted through the Records Management System must be available for import into the mobile reporting client module for vehicles, persons, and articles.

**L.** Interface with cellular GPS and laptop-integrated GPS.

**M.** Be able to pass GPS data back to dispatch through Existing Systems for Automatic Vehicle Location (AVL) functionality.

**N.** Interface with VCIN, through the Records Management System, and provide in-state and out-of-state vehicle queries, in-state and out-of-state driver license queries, wanted person checks, and stolen article checks.

**O.** Have the capability of data exchange and interfacing with the Virginia Department of Motor Vehicles (DMV) Traffic Records Electronic Data System (TREDS) and Live Scan and Local Inmate Data System (LIDS). The Records Management System must have data exchange capability with the Existing Systems.

**P.** Be designed to support public/private cloud environments along with supporting deployment to a hybrid public/private cloud environment.

**Q.** Have the capability to integrate or operate, or both, as necessary with all Existing Systems.

**R.** Not require any custom programming or the purchase of new hardware (other than the new Records Management Software itself) in order to meet the Police Department's operational needs.

**S.** Utilize appropriate backup services for a minimum of a full backup nightly.

**T.** Utilize data security and protection mechanisms to encrypt all data in transit and all personally identifiable information at rest.

**U.** Have a guaranteed uptime of not less than 99.95% per calendar month (resulting in an aggregate downtime of not more than 21.56 minutes per calendar month. Should the City determine the Contractor has not met the uptime requirement set forth herein, the City shall be entitled to reduce all the fees and costs owed by the City on a pro rata basis calculated on the amount of downtime exceeding the 21.56 minutes per calendar month.

**2.3 Software and Technology Plan Requirements.**

**A.** Any software being a part of the Records Management System must be offered as a SaaS model.

**B.** The City shall not be required to enter into agreements with, or agree to terms and conditions or user agreements from, any third-party software or hardware licensors.

**2.4 Data Migration Services.** The Contractor shall provide the following data migration services to the City:

**A.** Migrate all electronic data, including but not limited to, master indices, incident/call data, criminal data, and civil data, stored in City's the current system to the Records Management System within 72 hours of request by the City.

**B.** Maintain the City's continued and uninterrupted access to all electronic data during any migration.

**C.** Ensure all electronic data is usable once migrated to the Records Management System by performing a reconciliation of a minimum 5% sample of the data migrated.

**2.5 Data Conversion Services**. The Contractor shall provide the following data conversion services to the City:

**A.** Convert all electronic data, including but not limited to, master indices, incident/call data, criminal data, and civil data, stored in City's the current

system to the Records Management System within 72 hours of request by the City.

**B.** Maintain the City's continued and uninterrupted access to all electronic data during any conversion.

**C.** Ensure all electronic data is usable once migrated to the Records Management System by performing a reconciliation of a minimum 5% sample of the data converted.

**2.6 Implementation Plan.** The Contractor shall provide the following implementation services to the City:

**A.** Implement the features of the Records Management System to meet all of the requirements of this Statement of Needs.

**B.** Conduct a test period of the Records Management System under the supervision of the Police RMS Administrator where the Records Management System is operating in a production environment side-by-side with the City's current records management system for purposes of testing with a subset of City users.

**C.** Upon receipt of written direction from the Police RMS Administrator, the Contractor shall conduct a "go live" where the implemented Records Management System is "cutover" for full use by all City users. The Police RMS Administrator will have the sole discretion to confirm "go live" successfully occurred.

**2.7 Technical Assistance and Support.**

**A.** The Contractor shall provide a customizable, online help feature for the Records Management System that is easily accessible at any point throughout the Records Management System.

**B.** The Contractor shall provide ongoing user and technical support for the Records Management System in a variety of areas which includes, but is not limited to, troubleshooting for users, assisting with workflow design, and software update utilities.

**2.8 Training.** The Contractor shall provide the following training services to the City:

**A.** A train-the-trainer training program;

**B.** An end-user training program;

**C.** Online documentation training resources including, but not limited to, all training material, all user documentation and manuals; and

**D.** Training for all system upgrades or future enhancements to the Records Management System as they become available and are installed pursuant to section 2.1(F) herein.

**2.9 Support Program.**

**A.** The Contractor shall provide 24x7x365 call center support to the City, including a toll-free phone number.

**B.** The Contractor shall assign a contact person dedicated to the City and the Contractor must provide written notice to the City within one business day in the event there is any change in the contact person or the contact person's contact information.

**2.10 Warranty.**

**A.** The Contractor shall warrant all work relating to the Records Management System throughout the term of the Contract, starting from the date of Final Acceptance.

**B.** In addition, it is required that the Contractor provide a warranty for both the Records Management System software and implementation services, as specified below:

i. **Software**. The Contractor shall warrant that the Records Management Software will conform, throughout the term of the Contract, to all the requirements and specifications as stated in this Request for Proposals.

ii. **Services**. The Contractor shall warrant all implementation services provided pursuant to the Contract throughout the term of the Contract.

iii. The Contractor shall assign to the City any manufacturer's warranties applicable to the Records Management System.

**2.11 Acceptance Procedures.**

**A.** When the Contractor believes the Records Management System is installed in accordance with all provisions of the Contract, the Contractor shall notify the Police RMS Administrator in writing that the Contractor is ready for the City to evaluate the Records Management System as installed.

**B.** The City will evaluate the Records Management System for no more than 60 calendar days to determine if the Records Management System meets the requirements of the Contract. The City will provide comments to the Contractor during the 60 calendar day period regarding the Records Management System. The Contractor shall make any required adjustments to the Records Management System as requested by the City until the Records Management System is approved by the City as evidenced by the Police RMS Administrator's signature

on a certificate of acceptance (in a form to be determined by the Police RMS Administrator).

**C.** No later than three business days after the Police RMS Administrator's signature of the certificate of acceptance, the Contractor shall provide the City with the Contractor's standard software manuals and any current system user guides.

**2.12 Payments.**

**A.** All association and membership registrations related to the City's access to support and training (i.e. user groups, conference membership) for the Records Management System must be provided by the Contractor.

**B.** The Contractor shall perform all services required by this Request for Proposals on a flat fee basis unless otherwise agreed by the parties in the Contract.

**C.** The City, in its sole discretion, may determine whether to purchase any annual maintenance services offered by the Contractor under the Contract.

**D.** The Contractor may, where permitted by the Contract and only in accordance with the City's travel policy (see City of Richmond Administrative Regulation 6.4), request reimbursement from the City for travel costs incurred by the Contractor during the performance of services required by this Contract. The City will reject any travel reimbursement requests that do not comply with the Contract or the City's travel policy.

**2.13 Cooperation by the Contractor**.
The Contractor shall work professionally and courteously with the City and any contractors utilized by the City.

**3.0 Proposal Contents.**
The proposal must include all of the information set forth in this section and be organized as set forth in this section. In addition to the original, the Offeror shall submit (i) **six (6)** complete, bound paper copies of its proposal and (ii) **one (1)** electronic copy in a portable document format readable by the Adobe Reader program and in a Microsoft Word format that can be searched and edited. If the Offeror's proposal contains proprietary or confidential information, or trade secrets, the Offeror **must** submit one (1) additional **redacted electronic copy**.

**3.1 Tab 1 – Signed Forms.** This tab should include the completed and signed Signature Sheet, Addenda Acknowledgement, State Corporation Commission Form, and Office of Minority Business Development Forms included with this Request for Proposals.

**3.2 Tab 2 – Statement of the Scope.** In concise terms, state the Offeror's understanding of the scope of work presented by the Request for Proposals.

**3.3 Tab 3 – Executive Summary.** This tab should provide a brief summary of the proposal's contents, emphasizing any unique aspects or strengths of the proposal. The Executive Summary should not exceed three (3) pages. The Offeror shall include a warranty that the content of its proposal accurately reflects the Offeror's ability to satisfy the technical and functional requirements as included in this Request for Proposals.

**3.4 Tab 4 – Experience.** This tab should include information explaining the Offeror's proven track record in providing, implementing and supporting a SaaS model records management system that meets the requirements of this Request for Proposals. Include a list of customers, contracts and projects for both private and public entities, for which the Offeror's has provided the proposed model software and services over the last five (5) years. Explain the Offeror's experience being a prime contractor managing the provisions of the services described in this Request for Proposal for other governmental entities similar to the City of Richmond. Explain the Offeror's technical and customer support for governmental entities similar in size and structure to the City of Richmond.

**3.5 Tab 5 – Key Personnel.** This tab must include the résumés or curriculum vitae of the Offeror's key staff members. It should identify the specific employees assigned to provide the services solicited by this Request for Proposals. For each key person identified by the Offeror, this tab must include the following information:

- **A.** Name and title.
- **B.** Office location and city of residence.
- **C.** Project responsibilities and roles.
- **D.** Educational background.
- **E.** Professional registrations and memberships, if applicable.
- **F.** Years of relevant experience.

**3.6 Tab 6 – References.** This tab should include the names, addresses and telephone numbers of at least four other government organizations with whom the Offeror has worked during the last five years providing the services required by this Request for Proposals. The tab should briefly identify the project, location, and services performed. The tab must also include an affirmative statement that the Offeror grants its consent for the City to contact the Offeror's references for purposes of evaluating the Offeror and acknowledges that any information obtained from the Offeror's references will not be disclosed to the Offeror.

**3.7 Tab 7 – Project Approach.** This tab should describe in detail the Offeror's proposal for providing the services required by this Request for Proposals. It should include the following:

- **A.** The Offeror shall describe in its proposal system backup and redundancy procedures for the Records Management System meeting the requirements set forth in sections 2.2(C) and 2.2(S) of this Statement of Needs;

**B.** The integrity of the data in the Records Management System is of utmost importance to the Police Department, and Offerors are to clearly define the security features of the Records Management System;

**C.** Any exception to requirements in section 2.0 shall be specifically laid out in the Offeror's proposal;

**D.** The Offeror shall define all technology requirements to support the proposed Records Management System, and, at minimum, include the following: (i) Define all computer hardware and equipment requirements, including servers specifications, processor, memory, disk space (RAID), UPS, operating system (version); (ii) Define all computer desktop requirements, including personal computer requirements, scanners, printers, desktop operating system requirements (version), and other desktop software needs; (iii) Define all network requirements, including data speed, protocols, topology; (iv) Define database management system options; and (v) Define any other technology requirements;

**E. Data migration:**

1. It is required that the Offeror provide a detailed plan for retrieving all data from the previous records management system, including all electronic and hard copy file data. The Offeror shall include its recommended start date and time to accurately complete record conversion in the Offeror's proposal submission. Offeror must provide an estimate of the number of hours required to complete requirements of section 2.4 of this Statement of Needs.
2. The Offeror must define the Police Department's role in the data migration and conversion process.
3. Offerors must define the conversion process, note what measures are in place to ensure an accurate record conversion and include checks and information on how Offeror plans to monitor effectiveness and quality of the data migration process.
4. Offeror must describe any limitations to the format of conversion records and include a description of the data scrubbing process.
5. Offeror must indicate the post data reconciliations performed to ensure accuracy of data conversion.

**F. Data conversion:**

1. It is required that the Offeror provide a detailed plan for retrieving all data from the previous records management system, including all electronic and hard copy file data. The Offeror shall include its recommended start date and time to accurately complete record conversion in the Offeror's proposal submission. Offeror must provide an estimate of the number of hours required to complete the requirements of section 2.5 of this Statement of Needs.